

DEPARTMENT: Police

REPORTS TO: Police Records Manager and Police Services Division Manager

SUPERVISES: Police Records Specialist Trainees and Police Records Specialists I's

DEFINITION:

This is the lead level of Police Records Specialist with responsibility for planning, organizing, training and supervising one of three shifts within a 24-hour, 7 day per week Police Records section. Performs a variety of complex, specialized duties in support of police activities. This classification must be able to perform all Police Records Specialist functions and carries out daily tasks using initiative and independent judgment on non-routine matters. Oversees and ensures the smooth operation of the Records section in the absence of the Records Manager.

DISTINGUISHING CHARACTERISTICS

The Police Records Specialist II classification is distinguished from the Police Records Specialist I by the responsibility for the functions of training, supervision, shift leadership, workload distribution and by responsibility for more sensitive and complex issues and administrative duties.

ESSENTIAL JOB FUNCTIONS-- (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Plans, schedules, and distributes work assignments in the section; determines resources needed to maintain acceptable shift minimum staffing. Supervises the operations and activities of assigned personnel on a shift.

Provides assistance, resolves and acts as final authority for difficult interpretations, problems and customer service issues referred by Specialists, Trainees, officers or other agencies. Makes independent decisions on non-routine matters. Refers only the most unusual or complex problems to the Police Records Manager.

Provides direct assistance and supervises Specialists during critical police operations such as pursuits, homicides, officer involved shootings or major disasters. Coordinates resources to protect the safety of personnel during major incidents ensuring a safe and secure working environment.

Evaluates the performance and work products of Specialists; develops individual performance objectives; recommends supplemental training and professional development; resolves conflicts, investigates complaints and initiates disciplinary actions.

Trains Police Records Specialist Trainees in all aspects of Police Records functions assuring high quality standards are met. Documents progress through monthly reviews during a formalized twelve month training program. Administers the LEDS testing for certification.

Makes the recommendation to pass or not pass employees through the probationary training period.

Trains other officers and staff for LEDS certification and in data entry to the internal Records Management System (RMS). May develop and deliver training to outside groups such as the Explorer Academy.

Provides instruction and assistance on the operation of the Multnomah County District Attorney's office, criminal and civil legal procedures and interpretation of Oregon Revised Statutes, Oregon Uniform Crime Reporting Code and City Ordinances.

Reviews and monitors data entry to the Records Management System by Specialists and officers for accuracy and completeness; corrects deficiencies, inputs supplemental data and maintains statistics related to production level and quality of work completed by subordinates and officers.

Researches and produces complex statistical reports related to police activities for officers, supervisors, detectives, or other City staff on a variety of topics including Police grants, City Council issues, budget preparation, information to media, case investigations. Develops reports and summaries of statistical data for interdepartmental use. Manages and facilitates special administrative projects as assigned by the Records Manager.

Recommends, drafts and implements General Orders, procedures, and performance standards to assure efficient and effective operation of assigned activities in compliance with department guidelines.

Oversees maintenance of Records section equipment and recommends modifications to existing computer programs. Identifies and resolves technical and operational problems with computer systems and regional databases. Ensures proper application and utilization of radio communications codes, terminology and use of radio equipment.

Performs all of the duties of the Police Records Specialist classification as needed.

OTHER JOB FUNCTIONS

Assists police officers with the custody and drug evaluation of prisoners as gender appropriate.

Reconciles cash drawer and submits deposits of cash received.

Performs other related duties as assigned.

WORKING CONDITIONS:

Duties are performed in an office environment while sitting at a desk or computer terminal or standing at a counter. Employees risk physical hazard from angry citizens and prisoners during transport and risk of exposure to bloodborn pathogens and disease from public contact. May be required to lift equipment and office supplies ranging in weight up to 40 lbs. Employees experience disruption in sleep patterns as a result of rotating shifts.

QUALIFICATIONS:Knowledge of:

- Supervisory principles and practices.
- Effective training techniques and methods.
- Ordinances, statutes, laws, General Orders, policies and procedures related to document processing and police records.
- Protocols and administrative rules for release of information contained in various databases and systems.
- Business English composition, spelling and punctuation.
- Basic department procedures, policies, and terminology.
- Standard computer applications and personal computer operation.

Ability to:

- Supervise, distribute, review and evaluate the work of assigned employees.
- Provide training to others and provide direction and support to staff.
- Establish effective working relationships with the general public and other City employees.
- Communicate at an above average level with diverse clients, both orally and in writing.
- Diffuse difficult situations, deal with angry or hostile clients of varying backgrounds, educational levels and mental statuses. Exercise tact, diplomacy and persuasion with diverse clientele.
- Explain complex laws and statutes to clients of varying backgrounds and educational levels.
- Interpret procedures, laws, and ordinances.
- Organize and evaluate a variety of information and take appropriate action.
- Perform multiple duties simultaneously and accurately under strict timelines and stressful conditions. Assess priorities and efficiently prioritize tasks.
- Operate, extract and input data from/into multiple computer systems with a high level of keyboarding accuracy. Demonstrate high levels of proficiency with Law Enforcement / Criminal Justice computer programs.
- Communicate effectively with officers via two-way radios.
- Work evenings, weekends, holidays, overtime and rotating shifts.
- Physical ability to perform the essential functions of the job including the ability to type on a keyboard while speaking on a phone or radio.

Education and Experience -- Any equivalent combination of education and experience which provides the applicant with the knowledge, skills, and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

High School diploma or G.E.D. and three to five years of experience in a police records environment.

Licenses, Certificates, and Other Requirements

Valid driver's license

LEDS certification

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